

DEPARTMENT OF HUMAN SERVICES
DIVISION OF JUVENILE JUSTICE SERVICES
POLICY AND PROCEDURES

Policy No: 04-08	Effective Date: 08/11/04	Revision Date: 08/02/04
Subject: Grievance Policy		

I. Policy Statement

Written grievance procedures will be available to all juveniles in Division programs and facilities to ensure a safe, fair and humane environment. Grievances should be confidential. Only those persons necessary to resolve a grievance should be made aware of its contents.

II. Rationale

Grievance procedures shall be available to provide a just and equitable method for the administrative resolution of juveniles' grievances. Juveniles placed in the care of the Division, or who are accessing any of its services, shall be treated with dignity and respect, and free from any type of injustice or oppression by any employee of the Division.

III. Definitions

A "grievance" is a claim or allegation regarding a condition, circumstance, or action considered by the grievant to be unjust.

IV. Procedures

- A. Juveniles will be informed of their right to file a grievance during the orientation phase when entering a Division program.
- B. Any condition of confinement, circumstance or action considered being unjust or inequitable by a juvenile in a Division program or facility may be grieved.
- C. Grievances shall be in writing on the Grievance Form provided by the program or facility.
- D. Division staff may be enlisted to represent and assist in the process of filing and resolving a grievance, when requested by the juvenile.
- E. If the grievance cannot be resolved in conference with the staff representative, the juvenile is entitled to present the grievance to the appropriate supervisor, or program or facility director.
- F. The program or facility director, or their designee, within three working days of receiving a written allegation, shall investigate grievances.

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- G. Allegations involving abuse shall be referred to the Division's Investigation Team for their action. Further investigation from the appropriate agency may result.
- H. No juvenile or witness will suffer harassment, or any other kind of form of retaliation, as a result of exercising his or her right of grievance.
- I. A staff that has been accused of abusing a juvenile will be removed from direct contact with juveniles, pending final resolution of the grievance.
- J. The program or facility director or designee will determine what action will be taken to rectify a situation, when the decision is found in favor of the grievant.
- K. The decision of the Director or designee is final, and not appealable.

V. Continuous Renewal

This policy shall be reviewed three (3) years from its effective date, to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.

This policy has been reviewed by the Board of Juvenile Justice Services, and is approved upon the signature of the Director.

Eldon Money, Chairman
Board of Juvenile Justice Services

Date

Blake D. Chard, Director
Division of Juvenile Justice Services

Effective/Revision Date